

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

☒ PROPOSED

☐ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Office of Business Services		POSITION NUMBER (Agency-Unit-Class-Serial) 065-582-4800-XXX		MCR / HCR D
DIVISION / UNIT Division of Administrative Services Office of Business Services Contracts Management Branch		CLASSIFICATION TITLE Staff Services Manager I		
		WORKING TITLE Staff Services Manager I		
		TIME BASE / TENURE Limited Term/FT	CBID S01	WWG 2
LOCATION Sacramento		INCUMBENT		EFFECTIVE DATE January 2023
CDCR'S MISSION and VISION				
Mission To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.				
Vision We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.				
COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION				
The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.				
DIVISION OVERVIEW				
BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS Division of Administrative Services (DAS) is responsible statewide support services functions within the Department. This includes Office of Fiscal Services, Office of Business Services, Human Resources, Office of Employee Wellness, and the Regulations and Policy Management Branch. This includes establishing departmental policies, procedures, and processes to manage the administrative operations of the Department, formulates departmental rules and regulations, confers with executives from other areas in the delivery of departmental administrative support programs.				
GENERAL STATEMENT				
BRIEFLY (1 OR 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS The Office of Business Services (OBS) provides overall administration of the California Department of Corrections and Rehabilitation (CDCR) non-information technology (non-IT) contract and procurement activities, property and records management programs, fleet management, headquarters' (HQ) mail center, reprographics, material master data (MMD), and correspondence control operations, Small Business (SB), Microbusiness (MB) and Disabled Veterans Business Enterprise (DVBE) activities. OBS ensures that departmental agreements are executed in compliance with State laws and regulations. OBS is comprised of the Business Management and Procurement Branch (BMPB) and the Contracts Management Branch (CMB). Pursuant to Public Contract Code (PCC) § 10351, the OBS Deputy Director serves as the CDCR Procurement and Contracts Officer (PCO) on behalf of the Agency Secretary.				
Under the direction of the Staff Services Manager (SSM) II, the incumbent must adhere to all ethical practices and policies, current contract-related laws, policies, and procedures. The incumbent is responsible for various contract management activities in the CMB consisting of the following duties:				
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.			
30%	Supervises contracts operations, including directing the development, review, and approval of contract activities; verify processes are managed consistently and efficiently; collaborates and coordinates with department contract managers to oversee, develop, document, and maintain contract management processes; maintain contract management tools, training, and templates; ensure assigned contracts and agreements are administered and managed in accordance with applicable policies and procedures in alignment with all			

	applicable State of California laws, policies, and procedures (e.g., Public Contract Code; Government Code; California Code of Regulations; State Administrative Manual and associated Management Memos; State Contracting Manuals Volumes Nos. 1, 2, and 3; other State policy requirements; Contracting Handbook and contract delegation requirements); reviewing contract language, track contract development, review contracts, approve contracts, and ensure contracts are executed timely; and ensuring protest/disputes are handled efficiently, professionally, and timely. The incumbent manages the unit in accordance with correct and ethical management principles of administration, personnel management, supervision and regularly communicates the importance of customer service and how the mission of the division directly affects the mission and goals of the department.
25%	Assess managed staff's ability to perform required duties and identify gaps in skillsets needed for them to be successful in their assigned role. Maintaining positive, empathic, and professional attitude towards customers at all times. Provide direction, guidance, mentoring, and consultation to managed staff on customer service expectations and promoting a customer service focus in the conduct of their duties. Provide active leadership to foster a workplace environment to promote collaboration, teambuilding, effective communication, and cross-training that is inclusive to all staff. Monitor and oversee workload via the workload tracking tools, daily check-in meetings/huddles, one-on-ones, and unit meetings with managed staff. Provide direct consultative services to supervised staff on all aspects of contracting. Communicate and advise management on concerns about contract and purchase requests regarding law, policy, and compliance concerns.
20%	Meet with upper management, contract managers and stakeholders to oversee and provide overall coordination of the more complex contract issues; newly mandated program contract needs; ensures consistency in the use and development of bid proposals; serves as the subject matter expert and liaison between the Department and control agencies to coordinate implementation of mandated activities; and oversees regulatory requirements of local, State and federal government. Perform the functions of a "super-user" for the FISCAL system for solicitations, contracts, and procurement. Create, review, and revise policies, processes, and procedures to reflect system changes. SSM I will review and approve of contracts, policies and procedures, and program contracting needs for the purpose of making recommendations to SSM II.
10%	Acknowledge and resolve customer complaints, communicate with customers through various channels, and respond promptly to inquiries in a professional and timely manner. Utilize Microsoft Teams for daily communication with all staff supervised, as well as upper management to provide effective communication on all work related items. Maintain an individual training plan to be a successful leader in developing trusting relationships, digital literacy, creativity, and innovation.
10%	Plan, organize, direct, and evaluate the work and performance of staff. This includes but is not limited to the following: Comply with state and federal laws, rules, regulations, bargaining unit contracts, and policies in all personnel practices, including, but not limited to: hiring, employee development, and management. Recruit, hire, train, develop, and provide leadership to a diverse staff. Monitor, evaluate, and create written performance appraisals of staff. Counsel staff and initiate disciplinary actions as necessary. Identify appropriate long-range plans and goals to address succession planning and knowledge transfer.
5%	Perform administrative duties including, but not limited to: adhere to Department policies, rules and procedures; submit administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time, and submit timesheets by the due date.
SPECIAL REQUIREMENTS	
<ul style="list-style-type: none"> CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this. 	
CONSEQUENCE OF ERROR	
<ul style="list-style-type: none"> Consequences of error may result in loss of time and could cause significant delays in program production. Such delays can result in inefficient use or misdirection of department resources resulting in the inability to meet efficiency and time line goals, and varying degrees of negative financial impacts to the department. 	
PHYSICAL DEMANDS	

The physical demands described here are representative of those that must be met of an employee to successfully perform the essential functions of this job.

The following is a definition of the on-the-job time spent in physical activities:

Constantly: Involves 2/3 or more of workday.

Frequently: Involves 1/3 to 2/3 of workday.

Occasionally: Involves 1/3 or less of workday.

N/A: Activity or condition is not applicable.

Standing: Occasionally - stands for periods of time to file/re-file, at the copy machine, fax machine or printer.

Walking: Occasionally - to file or copy documents or retrieve documents from the fax machine, from different office areas, hand deliveries.

Sitting: Frequently - at a desk or computer table. There is a flexibility for movement on a frequent basis to break sitting with standing and walking.

Lifting: Occasionally - lifts files and weighing up to 5 pounds or more.

Carrying: Occasionally - this activity can be considered to require the same physical demands as lifting.

Stooping/Bending/Kneeling/Crouching: Frequently - stretches stoops/bends, kneels, and crouches to pull/re-file documents from the lower shelves in filing cabinets, move boxes, files, furniture, and open property received.

Reaching in Front of Body: Frequently - will be utilizing a keyboard and reaching for items such as the telephone, files, boxes, property received and over furniture.

Reaching Overhead: Frequently - reaches overhead to retrieve files and reference materials from file cabinets and shelving.

Climbing: Occasionally – portions of office are on the second floor of building - may use stairs if elevator not working.

Balancing: Occasionally- walking and holding files, small boxes or archive documents.

Pushing/Pulling: Frequently - has to push/pull to open file drawers and desk drawers or to assist with confidential shred process.

Fine Finger Dexterity: Constantly - will use fine-finger dexterity to write information onto documents and to type information into the computer.

Hand/Wrist Movement: Constantly - uses hands and wrists in the handling of documents, files and typing information into the computer, moving/opening file boxes, folders, small items in receiving.

Crawling: N/A

Driving: Occasionally – as needed to Headquarters, meetings, trainings, deliveries, etc.

Sight/Hearing/Speech: Constantly - Adequate vision, hearing and to speak clearly are required to effectively perform the essential job duties.

Travel: Occasionally – to programs and Institutions statewide to conduct site visits, training, tours, meetings, etc.

WORK ENVIRONMENT

Position is located indoors, in an office space. Indoor ventilation provided by heating/air conditioning system and ductwork.

This position is remote centered and eligible for up to 90% telework, in the office at least 2 days a month, in accordance with the Statewide Telework Policy, and will be required to report to the office (9838 Old Placerville Rd. Sacramento, CA 95827) as needed/required at any time. To be eligible for telework, the successful candidate must reside in California.

MACHINES, TOOLS, EQUIPMENT AND WORK AIDS

Computers, printer, fax machine, photocopier, shredder, telephone, 10-key and usual office supplies.

WORK HOURS

Core office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

SUPERVISOR'S STATEMENT:

- I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION

<ul style="list-style-type: none">I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE